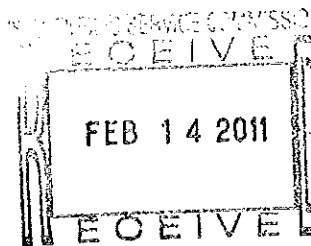


Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

Complaint Form



Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov

Date: 11 February 2011

Complainant or Legal Representative Information * Required Fields

Name * Bernard Jones
Firm (if applicable)
Mailing Address * 360 Valley Heights Lane
City, State Zip * Columbia SC 29223 Phone * 804-244-1243
E-mail * bernard.jones30@yahoo.com

Name of Utility Involved in Complaint * J & R Communications/Fiber1/M.J.S. (Property Management)

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below) *

- | | | | |
|---|--|--|---|
| <input checked="" type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input checked="" type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input type="checkbox"/> Other (be specific) | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☐ Yes ☒ No Name of ORS Contact:

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

This is my first home much like the other families in Rabon Farms. I have been in my home for two years, I never thought in would be so difficult to have basic needs in a dwelling place for my family. When preparing my contract on my home, the representative gave us a form to sign. The form was about the telecommunication services in the area, which was the only service (YRT2) allowed in Rabon Farms. If we wanted to have cable/internet/security in our home, we had to sign the form; that tied our hands to get the services, if we wanted those services in our home. A few months later, we received letter stating the telecommunication services provider will changing to Fiber1. Now, we are got a letter & flyer stating Time Warner Cable (Edwards Communications) will be starting construction in a few months/days. That's great, but are the people of Rabon Farms going to deal with Time Warner directly, if problems come about or deal with another middle company? This is the type of business, we're trying to avoid. After reviewing the Rabon Farms HOA letters & talking with Rabon Farms HOA office about paying the HOA fees, the attempted services provided was by an unlicensed telecommunication company. I received in the mail from a legal service, a letter stating that a lien will be placed on my house if I did not pay my HOA fees. The legal letter also stated if I didn't pay further action will be taken place. I have not pay the fees last year or this year.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

I want all fees paid to be reimbursed, accounts to zero balance, & cleared from any legal & credit actions. The should be laws & agencies put into place to prevent these types of actions happening. Violators should be brought to justice (punishment varies with the crime(high fines, criminal charges, & prison)). If there has to HOA fees, let them be an agreed fixed price (one price). No more middle telecommunications providers, I want to deal with the main company. Who does the choosing of the telecommunications providers? It should be the community receiving the service.

STATE OF SOUTH CAROLINA)
COUNTY OF Richland)

VERIFICATION

I, Bernard Jones, verify that I have read my complaint filed on 02/11/2011
Complainant's Name * Date *

and know the contents thereof, and that said contents are true.

Internal Use Only

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Attachment to Complaint Form

Complete this page **only** if your complaint involves AT&T.

1. Was your AT&T service activated after September 30, 2009?

☐ YES ☒ NO

2. Does your bill from AT&T include monthly charges for any of the following services?

- ☐ AT&T Internet Access Service (dial-up or DSL)
- ☐ AT&T Wireless Service
- ☐ AT&T U-verse Service
- ☐ Caller ID
- ☐ Complete Choice
- ☐ Preferred Pack
- ☐ Long distance service provided by any AT&T company

Eusley Jones
February 10, 2011

To whom it may concern,

I, Eusley Jones, residing at 360 Valley Heights Lane, Columbia, SC, 29223. Hereby give permission to Michele Shearin and or Rahkeem Golden, to communicate on my behalf. Specifically, regarding my recent complaint against J & R Communication, with the South Carolina Office of the Regulatory Staff and or other concerned parties.

Assignor executes and delivers this document on the date written below.

Assignor: 

State of South Carolina)
County of Richland)

I, Loretta Hill a Notary Public in and for said Country, in the State aforesaid, certify that Eusley Jones who (is) are (check one) ☒ personally well known to me or ☐ produced _____, no _____ as identification, _____ page(s), whose name is subscribed to the foregoing document, appeared before me this day in person and acknowledged that s/he/they signed and delivered the foregoing document. I am duly qualified, according to the Constitution of this State, to exercise the duties of the office to which I have been elected (or appointed), and that I will, to the best of my ability, discharge the duties thereof, and preserve, protect, and defend the Constitution of this State and of the United States. So help me God.

Given under my hand and notarial seal, this 11 day of February, 20 11.

(Seal)

Notary Public: Loretta J. Hill
My Commission Expires: 10 Sep 2011

